

Applicant : Daniel H. Abelow  
Serial No. : 09/370,663  
Filed : August 6, 1999  
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Attorney's Docket No.: 03058-004005

**OFFICIAL**

Page 5, lines 15-16, change ".Products that can learn from and work with individuals or groups in new ways, or" to --Products that can learn from and work with individuals or groups in new ways, or--.

Page 5, line 17, change ".Markets that employ these new built-in" to --Markets that employ these new built-in--.

Page 12, line 7, change ".In products (as defined by this invention)," to --In products (as defined by this invention),--

Page 12, line 8, change ".At vendors, and" --At vendors, and--.

Page 12, line 9, change ".Throughout the marketplace or throughout an" to --Throughout the marketplace or throughout an--.

Page 12, line 13, change ".Bank Automated Teller Machines (ATMs), in which" to --Bank Automated Teller Machines (ATMs), in which--.

Page 12, line 19, change ".Automobile racing, in which key systems of a race" to --Automobile racing, in which key systems of a race--.

Page 12, line 28, change ".The worldwide telephone network and linked voice" to --The worldwide telephone network and linked voice--.

Page 14, line 15, change ".The ability of an individual corporation to satisfy" to --The ability of an individual corporation to satisfy--.

Page 14, line 17, change ".If that company gains competitive advantages that" to --If that company gains competitive advantages that--.

Page 14, line 22, change ".As the industry or marketplace evolves to interact" to--As the industry or marketplace evolves to interact--.

Page 14, line 25, change ".As the continuous improvement capabilities of" to --As the continuous improvement capabilities of--.

Page 26, line 16, change ".A first potential impact could be on the market" to --A first potential impact could be on the market--.

Page 26, line 31, change ".A second potential impact is that this makes" to --A second potential impact is that this makes--.

Page 27, line 15, change ".A third potential impact is that this may change" to --A third potential impact is that this may change--.

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Page 28, line 7, change ".A fourth potential range of impacts may come from" to --A fourth potential range of impacts may come from--.

Page 31, lines 5-6, after "flow chart" insert --that is a continuation of the flow chart--

Page 37, line 22, change ".What product features to improve and why 12," to --What product features to improve and why 12--.

Page 37, line 23, change ".How to improve target marketing's accuracy and" to --How to improve target marketing's accuracy and--.

Page 37, line 26, change ".Sales force insights into the needs of spccific" to --Sales force insights into the needs of specific--.

Page 37, line 30, change ".Other insights unique to an individual customer, a" to --Other insights unique to an individual customer, a--.

Page 40, line 9, change, ".Automate product tests such as usability tests or" to --Automate product tests such as usability tests or--.

Page 40, line 11, change ".Automate data gathering and analysis from field" to --Automate data gathering and analysis from field--.

Page 40, line 14, change ".Expand product tests by including more users in" to --Expand product tests by including more users in--.

Page 40, line 16, change ".Expand tests by enabling automated testing every" to --Expand tests by enabling automated testing every--.

Page 40, line 20, change ".Lower the cost of testing by using automation for" to --Lower the cost of testing by using automation for--.

Page 40, line 22, change ".Gather additional information from more market" to --Gather additional information from more market--.

Page 40, line 27, change ".Increase the accuracy of marketing by learning" to --Increase the accuracy of marketing by learning--.

Page 41, line 1, change ".Increase sales by having the product learn which" to --Increase sales by having the product learn which--.

Page 41, line 4, change ".Provide on-line customer support through the" to --Provide on-line customer support through the--.

Page 41, line 7, change ".Provide on-line training through the product to" to

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--Provide on-line training through the product to--.

Page 41, line 14, change ".Deliver dynamic product improvements through" to

--Deliver dynamic product improvements through--.

Page 41, line 18, change ".Provide ongoing customer support and training that" to

--Provide ongoing customer support and training that--.

Page 41, line 21, change ".Turn customers into partners for improving products" to

--Turn customers into partners for improving products--.

Page 53, line 19, change ".Multiple views open at once 788, including two or" to

--Multiple views open at once 788, including two or--.

Page 53, line 23, change ".Individual Customer Design Instruments (CDI) 780" to

--Individual Customer Design Instruments--.

Page 53, line 29, change ".By types of Probes, such as scale, multiple choice" to

--By types of Probes, such as scale, multiple choice--.

Page 53, line 31, change ".By product or by product features 782, such as by a" to

--By product or by product features 782, such as by a--.

Page 54, line 3, change ".By what the Customer Probes (CP) test for 780, 784" to

--By what the Customer Probes (CP) test for 780, 784--.

Page 54, line 12, change ".By the functional area of the organization 780, 784" to

--By the functional area of the organization 780, 784--.

Page 54, line 30, change ".Write Customer Probes," to --Write Customer Probes--.

Page 54, line 31, change ".Edit Customer Probes," to --Edit Customer Probes--.

Page 54, line 32, change ".Delete Customer Probes," to --Delete Customer Probes--.

Page 54, line 33, change ".Reorder the Probes," to --Reorder the Probes--.

Page 55, line 1, change ".Print Customer Probes (or the Customer Design" to

--Print Customer Probes (or the Customer Design--.

Page 55, line 3, change ".Change descriptive information for the set of" to

--Change descriptive information for the set of--.

Page 55, line 5, change ".Merge two or more sets of Customer Probes (and/or" to

--Merge two or more sets of Customer Probes (and/or--.

Page 55, line 7, change ".Switch to another set of Customer Probes (or" to

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--Switch to another set of Customer Probes--.

Page 55, line 9, change ".Change language (for developing Customer Probes and" to

--Change language (for developing Customer Probes and--.

Page 55, line 12, change ".Electronically mail the set of Customer Probes to" to

--Electronically mail the set of Customer Probes to--.

Page 55, line 15, change ".Return to main menu, etc." to --Return to main menu, etc.--.

Page 55, line 19, change ".Multiple choice Probes," to --Multiple choice Probes--.

Page 55, line 20, change ".Scale Probes," to --Scale Probes,--.

Page 55, line 21, change ".True/False Probes," to --True/False Probes,--.

Page 55, line 22, change ".Checklist Probes," to --Checklist Probes,--.

Page 55, line 23, change ".Short answer Probes," to --Short answer Probes,--.

Page 55, line 24, change ".Essay answer Probes," to --Essay answer Probes,--.

Page 55, line 25, change ".Matching Probes, etc." to --Matching Probes, etc.--.

Page 56, line 6, change ".Select Probes," to --Select Probes,--.

Page 56, line 7, change ".Save Customer Design Instrument with just Selected" to

--Save Customer Design Instrument with just Selected--.

Page 56, line 9, change ".Save Customer Design Instrument with all Probes" to

--Save Customer Design Instrument with all Probes--.

Page 57, line 16, change ".Vendor Initiated Interactions (VII) (at product" to

--Vendor Initiated Interactions (VII) (at product--.

Page 57, line 19, change ".Customer Initiated Interactions (CII) (interactive" to

--Customer Initiated Interactions (CII) (interactive--.

Page 57, line 22, change ".Passive Interactions (PI) (diary logs, passive" to

--Passive Interactions (PI) (diary logs, passive--.

Page 57, line 25, change ".Usability testing 960, 962, 964 in Fig27 (An" to

--Usability testing 960, 962, 964 in Fig27 (An--.

Page 58, line 1, change ".Product launch marketing 1020, 1022, 1024 in Fig." to

--Product launch marketing 1020, 1022, 1024 in Fig.--.

Page 58, line 10, change ".On-line customer support 1050, 1052, 1054 in Fig30" to

--On-line customer support 1050, 1052, 1054 in Fig30--.

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- Page 58, line 19, change ".Conducting transactions through products that" to  
--Conducting transactions through products that--.
- Page 58, line 29, change ".Etc." to --Etc.--.
- Page 62, line 1, change ".Initial programming of the CB-PD Module: One of" to  
--Initial programming of the CB-PD Module: One of--.
- Page 62, line 9, change ".Re-programming a CB-PD Module: Another of these" to  
--Re-programming a CB-PD Module: Another of these--.
- Page 62, line 23, change ".Set up passive probes 240 such as diary logs," to  
--Set up passive probes 240 such as diary logs--.
- Page 63, line 16, change ".It may provide local and/or remote access to" to  
--It may provide local and/or remote access to--.
- Page 63, line 23, change ".It may provide local and/or remote access to" to  
--It may provide local and/or remote access to--.
- Page 63, line 30, change ".With a common file format for Customer Probes (CP)" to  
--With a common file format for Customer Probes (CP)--.
- Page 64, line 15, change ".Remote access enables product design, usability," to  
--Remote access enables product design, usability,--.
- Page 66, line 12, change ".Installation (triggers may include at the" to  
--Installation (triggers may include at the--.
- Page 66, line 17, change ".Frequency of use (triggers are based on frequency" to  
--Frequency of use triggers are based on frequency--.
- Page 66, line 27, change ".Sudden change in use rate (trigger is based on" to  
--Sudden change in use rate (trigger is based on--.
- Page 67, line 8, change ".Interactive evaluations (a button, function key or" to  
--Interactive evaluations (a button, function key or--.
- Page 67, line 12, change ".Electronic Suggestion Pad (ESP) (a button, function" to  
--Electronic Suggestion Pad (ESP) (a button, function--.
- Page 67, line 16, change ".Help or On-line Customer Support (OCS) (this" to  
--Help or On-line Customer Support (OCS) (this--.
- Page 68, line 18, change ".Diary logs (this is a database that is connected to" to

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--Diary logs (this is a database that is connected to--.

Page 68, line 24, change ".Passive evaluation of comprehension (this is a" to  
--Passive evaluation of comprehension (this is a--.

Page 69, line 7, change ".Customer demographics and profiles" to --Customer  
demographics and profiles--.

Page 69, line 8, change ".On-task interactive product design by Customers" to  
--On-task interactive product design by Customers--.

Page 69, line 9, change ".Active and passive comprehension evaluation of" to  
--Active and passive comprehension evaluation of--.

Page 69, line 11, change ".Electronic participation in work flow and logging" to  
--Electronic participation in work flow and logging--.

Page 69, line 13, change ".Electronic suggestion pad (ESP)" to --Electronic suggestion  
pad (ESP)--.

Page 69, line 14, change ".Post-use Customer Probes" --Post-use Customer Probes--.

Page 69, line 15, change ".Determination of the what Customer Help and" to  
--Determination of the what Customer Help and--.

Page 70, line 11, change ".Time and dollar saving in the future: By riding" to  
--Time and dollar saving in the future: By riding--.

Page 70, line 16, change ".Performance improvements in the future: By riding" to  
--Performance improvements in the future: By riding--.

Page 70, line 21, change ".Generalize Customer-based improvements: Using" to  
--Generalize Customer-based improvements: Using--.

Page 76, line 4, change ".Readily available input devices: In products such" to  
--Readily available input devices: In products such--.

Page 76, line 12, change ".Limited input devices: Products that have only a" to  
--Limited input devices: Products that have only a--.

Page 82, line 16, change ".Count the number of times a Customer uses a" to  
--Count the number of times a Customer uses a--.

Page 82, line 20, change ".Report the Customer's performance and comprehension" to  
--Report the Customer's performance and comprehension--.

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Page 82, line 23, change ".Imply, by the areas where problems are passively" to  
--Imply, by the areas where problems are passively--.

Page 82, line 26, change ".Inform the Vendor's managers which investments in" to  
--Informt he Vendor's managers which investments in--.

Page 82, line 30, change ".Guide product Vendors toward a clear understanding" to  
--Guide product Vendors toward a clear understanding--.

Page 83, line 23, change ".A log showing that help was accessed 291 and the" to  
--A log showing that help was accessed 291 and the--.

Page 83, line 25, change ".A Customer Design Instrument (CDI) that probes what" to  
--A Customer Design Instrument (CDI) that probes what--.

Page 83, line 27, change ".What the Customer would like in the way of help to" to  
--What the Customer would like in the way of help to--.

Page 83, line 29, change ".How the Customer suggests solving it in the future," to  
--How the Customer suggests solving it in the future--.

Page 86, line 14, change ".Interactive services: For example, Customers may" to  
--Interactive services: For example, Customers may--.

Page 86, line 20, change ".Transactions: For example, Customers may conduct" to  
--Transactions: For example, Customers may conduct--.

Page 90, line 28, change ".Frequency of interactions: User controls to set" to  
--Frequency of interactions: User controls to set--.

Page 91, line 9, change ".Types of interactions: Similarly, users could set" to  
--Types of interactions: Similarly, users could set--.

Page 91, line 18, change ".Scnding data: In general, users should always be" to  
--Sending data: In general, users should always be--.

Page 92, line 1, change ".Privacy: Users may also have a slider, buttons, or" to  
--Privacy: Users may also have a slider, buttons, or--.

Page 92, line 20, change ".Selling My Data": With open communications to and" to  
--"Selling My Data": With open communications to and--.

Page 93, line 3, change ".Third-party communications: With third party" to  
--Third-party communications: With third party--.

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Page 93, line 10, change ".Language: Users may select their preferred" to  
--Language: Users may select their preferred--.

Page 93, line 16, change ".Help: Since the CB-PD Module has its own on-line" to  
--Help: Since the CB-PD Module has its own on-line--.

Page 93, line 24, change ".Customer Initiated Interactions selection and" to  
--Customer Initiated Interactions selection and--.

Page 94, line 9, change ".On-Line customer support (Includes Help Desks): In" to  
--On-Line customer support (includes Help Desks): In--.

Page 95, line 1, change ".Professional support: In areas where exceptional" to  
--Professional support: In areas where exceptional--.

Page 95, line 14, change ".Usability testing 966, 968, 970, 972 in Fig. 27 (An" to  
--Usability testing 966, 968, 970, 972 in Fig. 27 (An--.

Page 95, line 21, change ".Product launch marketing 1026, 1028, 1030 in Fig." to  
--Product launch marketing 1026, 1028, 1030 in Fig.--.

Page 95, line 26, change ".On-line customer support 1056, 1058, 1060, 1062 in" to  
--On-line customer support 1056, 1058, 1060, 1062 in--.

Page 96, line 4, change ".Conducting transactions 1086, 1088, 1090 in Fig. 31" to  
--Conducting transactions 1086, 1088, 1090 in Fig. 31--.

Page 96, line 17, change ".Etc." to --Etc.--.

Page 106, line 1, change ".Fields that identify the company and product, such" to --Fields  
that identify the company and product, such--.

Page 106, line 13, change ".Fields that identify a particular set of" to --Fields that identify  
a particular set of--.

Page 106, line 23, change ".Fields that identify the key dates for that set of" to --Fields  
that identify that key dates for that set of--.

Page 107, line 1, change ".Fields that set the frequency at which a product's" to  
--Fields that set the frequency at which a product's--.

Page 107, line 12, change ".Fields that set encryption flags and determine the" to  
--Fields that set encryption flags and determine the--.



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Page 108, line 24, change ".Fields that provide pointers to related" to --Fields that provide pointers to related--.

Page 109, line 29, change ".The following illustrates fields that may be" to --The following illustrates fields that may be--.

Page 113, line 23, change ".The frequency for analyzing the data for the" to --The frequency for analyzing the data for the--.

Page 113, line 27, change ".The particular data items to analyze (such as the" to --The particular data items to analyze (such as the--.

Page 113, line 30, change ".The data levels which comprise a threshold to issue" to --The data levels which comprise a threshold to issue--.

Page 114, line 1, change ".The person who is to be notified of the report (a" to --The person who is to be notified of the report (a--.

Page 114, line 3, change ".The content of the alert notification (the specific" to --The content of the alert notification (the specific--.

Page 114, line 6, change ".Etc." --Etc.--.

Page 116, line 32, change ".When running a series of Customer Design" to --When running a series of Customer Design--.

Page 117, line 13, change ".There are exceptions to this format, such as when a" to --There are exceptions to this format, such as when a--.

Page 117, line 17, change ".When percentages 436 are calculated, they could be" to --When percentages 436 are calculated, they could be--.

Page 117, line 30, change ".When a checklist probe is reported, the percentage" to --When a checklist probe is reported, the percentage--.

Page 118, line 4, change ".Method 1 -- A table: Employ a matrix table in" to --Method 1 -- A table: Employ a matrix table in--.

Page 119, line 3, change ".Method 2 -- A graph: A variety of options are" to --Method 2 -- A graph: A variety of options are--.

Page 119, line 27, change ".Method 3 -- A dynamic representation of the product" to --Method 3 -- A dynamic representation of the product--.

Page 121, line 4, change ".Using rapid Customer feedback to continuously" to

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--Using rapid Customer feedback to continuously--.

Page 121, line 11, change ".Reducing the cost of the combination of in-depth" to

--Reducing the cost of the combination of in-depth--.

Page 121, line 16, change ".Transferring clearly Defined Customer Desires (DCD)" to

--Transferring clearly Defined Customer Desires (DCD--.

Page 121, line 22, change ".Improving the management of multiple product" to

--Improving the management of multiple product--.

Page 122, line 1, change ".Assisting in extending what Customers prize most" to

--Assisting in extending what Customers prize most--.

Page 122, line 4, change ".Developing and supporting a unified corporate" to

--Developing and supporting a unified corporatc--.

Page 122, line 10, change ".Within a generation or so, making it routine for" to

--Within a generation or so, making it routine for--.

Page 124, line 4, change ".The operation of each product's CB-PD Module is" to

--The operation of each product's CB-PD Module is--.

Page 124, line 9, change ".Before an upload is initiated, no data is" to --Before an upload is initiated, no data is--.

Page 124, line 13, change ".Users may choose to send out product data but" to

--Users may choose to send out product data but--.

Page 124, line 24, change ".The licensing of this technology incorporates an" to

--The licensing of this technology incorporates an--.

Page 130, line 24, change ".The use and performance of a CB-PD Module in a" to

--The use and performance of a CB-PD Module in a--.

Page 131, line 1, change ".The effectiveness of this invention in improving" to

--The effectiveness of this invention in improving--.

Page 131, line 12, change ".The efficiency of entire markets (by means such as" to

--The efficiency of entire markets (by means such as--.

Page 131, line 24, change ".Etc." to --Etc.--.

Page 133, line 5, change ".The invention as a whole 720, 724, 728, 732:" to

--The invention as a whole 720, 724, 728, 732:--.

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Page 133, line 17, change ".Instrument Design Repository (IDR): On-line" to  
--Instrument Design Repository (IDR): On-line--.

Page 137, line 15, change ".Customer-Based Product Design Reports (CB-PDR):" to  
--Customer-Based Product Design Reports--.

Page 139, line 18, change ".There are product design decisions, such as which" to  
--There are product design decisions, such as which--.

Page 139, line 21, change ".There are product management decisions, such as" to  
--There are product management decisions, such as--.

Page 139, line 24, change ".There are Vendor management decisions, such as" to  
--There are Vendor management decisions, such as--.

Page 139, line 29, change ".There are business performance decisions, such as" to  
--There are business performance decisions, such as--.

Page 140, line 23, change ".Usability and field testing Figs. 27 and 28: Why" to  
--Usability and field testing Figs. 27 and 28: Why--.

Page 141, line 19, change ".Market research Fig 29: When a product is" to  
--Market research Fig 29: When a product is--.

Page 142, line 4, change ".Personal customer support Fig. 30: Different users" to  
--Personal customer support Fig. 30: Different users--.

Page 142, line 29, change ".New point-of-use revenues Fig. 31: Just as" to  
--New point-of-use revenues Fig. 31: Just as--.

Page 143, line 26, change ".Non-intrusive sales leads: Is the product or some" to  
--Non-intrusive sales leads: Is the product or some--.

Page 143, line 30, change ".Consulting services: When services are outsourced" to  
--Consulting services: When services are outsourced--.

Page 144, line 4, change ".Discovering new market niches and changing user" to  
--Discovering new market niches and changing user--.

Page 144, line 13, change ".Benchmarking: Which competing products does a" to  
--Benchmarking: Which competing products does a--.

Page 147, line 32, change ".Are CB-PD Modules primarily used for field testing" to  
--Are CB-PD Modules primarily used for field testing--.

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Page 148, line 1, change ".Are CB-PD Modules primarily used for improving" to  
--Are CB-PD Modules primarily used for improving--.

Page 148, line 3, change ".Are CB-PD Modules primarily used for giving users" to  
--Are CB-PD Modules primarily used for giving users--.

Page 148, line 6, change ".Are CB-PD Modules primarily used for gathering" to  
--Are CB-PD Modules primarily used for gathering--.

Page 148, line 8, change ".Are CB-PD Modules primarily used for conducting" to  
--Are CB-PD Modules primarily used for conducting--.

Page 148, line 11, change ".Are CB-PD Modules primarily used for adding" to  
--Are CB-PD Modules primarily used for adding--.

Page 148, line 14, change ".Are CB-PD Modules primarily used for other" to  
--Are CB-PD Modules primarily used for other--.

Page 151, line 17, change ".Stage 1:" to --Stage 1:--

Page 151, line 18, change ".Stage 2:" to --Stage 2:--.

Page 151, line 20, change ".Stage 3:" to --Stage 3:--.

Page 162, line 9, change ".Research and development (R&D): Specialized" to  
--Research and development (R&D): Specialized--.

Page 162, line 16, change ".Product designers and programmers: Specialized" to  
--Product designers and programmers: Specialized--.

Page 162, line 22, change ".Product testing: Specialized systems that are easy" to  
--Product testing: Specialized systems that are easy--.

Page 162, line 28, change ".Marketing: Specialized systems that research" to  
--Marketing: Specialized systems that research--.

Page 163, line 1, change ".Sales: Specialized systems that learn from each" to  
--Sales: Specialized systems that learn from each--.

Page 163, line 7, change ".Customer support: Specialized systems that tell" to  
--Customer support: Specialized systems that tell--.

Page 163, line 14, change ".Training: Specialized systems that learn what are" to  
--Training: Specialized systems that learn what are--.

Page 163, line 19, change ".Etc." to --Etc.--.

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Page 165, line 19, change ".Safety (the desired improvements that make the" to  
--Safety (the desired improvements that make the--.

Page 165, line 22, change ".Cost (the desired improvements that lower Vendor" to  
--Cost (the desired improvements that lower vendor--.

Page 165, line 25, change ".Errors (the desired improvements that reduce the" to  
--Errors (the desired improvements that reduce the--.

Page 165, line 27, change ".Performance (the desired improvements that increase" to  
--Performance (the desired improvements that increase--.

Page 165, line 30, change ".Etc." to --Etc.--.

Page 167, line 30, change ".Instrument Design Repository (IDR):" to  
--Instrument Design Repository (IDR):--.

Page 169, line 18, change ".Development" to --Development--.

Page 170, line 20, change ".Communications" to --Communications--.

Page 171, line 4, change ".Customer-Based" to --Customer-Based--.

Page 171, line 12, change ".Frequency:" to --Frequency:--.

Page 171, line 24, change ".Recursive use: to --Recursive use--.

Page 172, line 18, change ".Instrument" to --Instrument--.

Page 173, line 16, change ".Development" to --Development--.

Page 174, line 24, change ".Communications" to --Communications--.

Page 175, line 16, change ".Customer-Based" to --Customer-Based--.

Page 175, line 33, change ".Frequency:" to --Frequency:--.

Page 176, line 9, change ".Recursive" to --Recursive--.

Page 184, line 26, change ".Cost of particular information sources and why" to --Cost of  
particular information sources and why--.

Page 184, line 29, change ".Productivity (how long users took to select)" to  
--Productivity (how long users took to select)--.

Page 185, line 3, change ".Performance (user ratings of the value to them of" to  
--Performance (user ratings of the value of them of--.

Page 185, line 9, change ".Errors (the ease of accessing each information" to  
--Errors (the ease of accessing each information--.

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Page 185, line 12, change ".User recommended metrics (such as assessments of" to  
--User recommended metrics (such as assessments of--.

Page 185, line 15, change ".Features and functions (such as the best ways" to  
--Features and functions (such as the best ways--.

Page 185, line 18, change ".Etc." to --Etc.--.

Page 186, line 9, change ".When users employ the navigation pointers and" to  
--When users employ the navigation pointers and--.

Page 186, line 13, change ".When users download the navigation pointers and" to  
--When users download the navigation pointers and--.

Page 186, page 18, change ".Similarly, a VLR Server may share all or parts of" to  
--Similarly, a VLR Server may share all or parts of--.

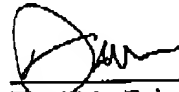
Page 186, page 30, change ".Where digital environments overlap and provide" to  
--Where digital environments overlap and provide--.

#### REMARKS

If there are any other charges or credits, please apply them to Deposit Account  
No. 06-105, reference 03058-004005.

Respectfully submitted,

Date: 3/7/00

  
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